



## Milwaukee County Behavioral Health Division *Provider Newsletter*

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### *Letter from the Administrator*

Mike Lappen

*Dear Providers,*

March is shaping up to be another busy month at BHD. Just three months into 2017, work is already underway to prepare the 2018 budget. Our first public hearing on the BHD budget is set for March 23 and this year we are taking new steps to increase communications about the process and invite more public feedback.

- We have set up [a new page on our website](#) about the budget process
- The webpage includes an online survey for people to provide feedback if they can't attend a hearing
- We are reaching out to the public through social media to invite more people to participate
- And watch for two additional announcements that include more, new ways, for the public to participate

Also this month, BHD is hosting a Mental Health Nurse Recruiting Event. You can read more about this event later in the newsletter. We're doing a lot to recruit great nurses to join our team, but if there is one thing I've learned about recruiting it is this: no one is better at helping us build our team than our own partners. Please invite your friends in nursing to join us and learn about a career at BHD.

We know that building a strong team internally is just as important as having strong partners and providers working with us. Together, we provide much needed services and resources to people with mental illness in our hospital and out in the community. Supporting our community's overall mental health takes support and involvement from all of you. And I appreciate all that you do.



Keep up the great work, and, as always, thanks for all you do.

Thank you,

**Mike Lappen**

*Administrator  
Milwaukee County Behavioral Health Division*

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## *The Importance of Mental Health Nursing*



As the healthcare industry continues to recognize the importance of mental health in a person's overall wellness, mental health nursing is becoming increasingly important. At BHD, nurses deliver quality care by using evidence-based best practices and building relationships with their patients - listening to them, advocating for them, and acting in their best interest.

The role of a mental health nurse is a special calling. Most often, people don't choose to be in the field of mental health care, it chooses them. That's how Linda Ozcus, Chief Nursing Officer at Behavioral Health Division, described her path to becoming a mental health nurse.

Early in Ozcus' career she found herself working in homecare. One of her patients was struggling with severe bipolar disorder and was unwilling to take her

medications. Her behavior was too difficult for her family to handle which left her desperately alone, yet in severe need of support.

In this instance, Ozcus found herself not only providing nursing services to this individual, but also acting as a surrogate family member, spending one-on-one time and building a relationship with this individual. With her support, Ozcus helped the patient build independence and ultimately reunite with her family. Here, Ozcus found her love for mental health nursing.

"True satisfaction comes from helping individuals. You can impact them the most by talking with them and being with them. You can educate them on how to take care of themselves, ultimately helping them live their lives as independently as possible. I really became a mental health nurse to do those things."

In addition to the passion to help people, Ozcus says mental health nurses require a great deal of intelligence, determination, patience and an ability to handle stress. BHD nurses are constantly interacting with people who are dealing with skewed reality - a challenge that other nurses helping patients with physical problems may not face. But Ozcus says identifying your own personal limitations and stressors and assessing yourself can prevent burn out and keep you person-focused.

"In this job, you are able to impact lives in a way you can't in any other setting," said Ozcus. "You're following a textbook on how to put in a catheter or do a dressing change, but when you're working with a person facing a mental health crisis, it's you and your skills."

BHD works with hundreds of providers across the County to ensure this high quality mental health care service is available for youth and adults. We help people enroll in insurance to qualify for mental health services, visit them out in their homes in the community, help with medication management, address trauma at home and in school, and provide crisis and acute psychiatric care for residents in our inpatient hospital.

"Our patients have the same aspirations as other patients," Ozcus encourages others to remember. "It's important that society identify someone who has a mental health issue as no different than someone with a physical medical condition in this case."

## *Nursing Recruiting Campaign*

### Words from Vie, a BHD Nurse



This quarter, the Milwaukee County Behavioral Health Division launched a bold and exciting nurse recruiting campaign throughout Southeastern Wisconsin to challenge candidates to apply only if they have what it takes to care for the most underserved populations.

This campaign, titled “Need Not Apply,” has the grit and attitude that so many BHD employees have. It tells the public that it takes a special combination of skills to work here, and if you don’t have it, you “need not apply.”

Vie Lucas, a BHD nurse is one example of someone who has what it takes. With the profound and life-changing work that goes on at BHD, nurses like Lucas must be equipped

with purpose, drive, and compassion. Lucas emphasizes that at this job, no one day is the same. She manages everything from checking blood pressure and treating diabetes to caring for patients with severe mental illnesses like addiction and schizophrenia.

“If I was talking to a person who’s just out of nursing school, just about to start their career and get their feet wet, I believe that this is an excellent place to start,” Vie says. “This is the type of nursing that you will not do anywhere else.”

The campaign is targeting recent college graduates ready to hit the ground running and second-career nurses answering the call of a meaningful career change—people who understand the gravity and importance of mental health nursing so that BHD can continue to grow as the leader in behavioral health care.

BHD is recruiting nurses who will be changemakers on the frontlines of mental health nursing, healing patients and fighting stigma.

“If you truly feel like you want to make a difference in the life of another person and you truly want to dedicate yourself to the community and the people around you, this is a place where you can do that,” Lucas says.

Learn more about BHD nursing opportunities

### Read More about our Nurse Recruitment campaign

Milwaukee County Behavioral Health Division  
Campaign Challenges Candidates to Remember  
Why They Became Nurses

- [Wisconsin Health News](#)

Behavioral Health Division Nursing Job Fair

- [Milwaukee magazine](#)
- [Milwaukee 365](#)

## *SAVE THE DATE - BHD Job Fair*



On Thursday, March 23, BHD will host an onsite Job Fair, where nurse candidates can meet with our recruiter and learn more about the positions we have open. They'll be able to talk to a few of our nurses and learn what life is like working at BHD.

Thursday, March 23, 2017  
1 to 4 p.m  
Milwaukee County Behavioral Health Division  
9201 W Watertown Plank Road

***We're offering a \$5,000 sign-on bonus (\$2,500 for part-time)  
And loan repayment options for full-time RNs!***

### Feature Career: Acute Care Nurses

Job Summary: This position assess physiological and psychosocial patient needs to develop diagnoses. Including maintaining communications with physicians, resource people, and other healthcare disciplines. Our nurses respond to unpredictable patient situations while evaluating, documenting and report pertinent client observations, concerns and reactions to physicians, the charge nurse, or nursing supervisor.

Learn More

## *Shaping BHD's 2018 Budget*



The Milwaukee County Mental Health Board is proud to invite the public to provide feedback on the 2018 Behavioral Health Division budget. Public Hearings Begin March 23, 2017, at 4:30 p.m. at the Washington Park Senior Center, 4420 West Vliet Street, Milwaukee. At this first hearing, BHD will not have a budget for the public to view. Rather, a comment from this hearing will shape budget documents you'll see later in the process.

For more information on the Milwaukee County Mental Health Board budget process, additional public hearing dates and our online feedback form, [please click here](#). For more information contact Jodi Mapp at 414 257-5202

### **About the Milwaukee County Mental Health Board**

The Milwaukee County Mental Health Board (MHB) was established in 2014 through Wisconsin Act 203. The board is made up of 13 members and includes mental health professionals, consumers, and advocates. These members are appointed volunteers. The MHB is responsible for setting policy for the Behavioral Health Division.

Board and committee meeting dates, times and meeting locations are posted [on our website](#) along with links

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## ***IMPACT 2-1-1: Partnering on substance abuse***

When someone is living with a mental health issue, or watching a loved one struggle, they often don't know the first step to take towards getting the help they need. That's where BHD partner, [IMPACT 2-1-1](#) can help.

"People call us during the most difficult times of their lives," said John Hyatt, President and CEO of IMPACT, Inc. "They need food, shelter, heat, access to health care and guidance on AODA issues. Our job is to provide them with information and connect them to resources they need to resolve their crisis and take the first step towards a path of long-term stability."



When an individual dials 2-1-1, they are able to speak with a person on the other side of the phone who helps assess their specific needs. Once their needs are identified, the IMPACT 2-1-1 staff is able to help the caller navigate their options for support. This includes helping the caller understand how to utilize their insurance (or finding alternatives for the uninsured) and connecting them with the appropriate resources they need to positively impact their mental health.

Some of the individuals we serve through the BHD access clinic and even some who come to us in crisis are referred to us by IMPACT 2-1-1. IMPACT 2-1-1 also manages a database of resources available throughout Southeast Wisconsin to help individuals get their basic needs met, impacting thousands of individuals that DHHS also serves through our Housing Division and Disabilities Services Division.

"During 2016, we helped over 45,000 people get connected to a food-related resource; 40,000 people seeking emergency shelter and other homeless services; 10,000 access healthcare; and 800 take the first step toward recovery from heroin or other opiate addiction," said Hyatt.

BHD looks forward to continuing to partner with IMPACT 2-1-1 to help our community members access resources to live better lives. If you know of someone who needs access to family, health and social service resources, have them dial 2-1-1 to get connected today!

THANK YOU IMPACT 2-1-1 for partnering with BHD and sharing AODA resources alongside our CARS staff at the Light and Unite Red Phone Bank in January, presented by Today's TMJ4.

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## ***Read more about our "Light and Unite Red" campaign!***

The Behavioral Health Division launches a campaign with 25 area partners to empower the community with life-saving information about substance use. Read more from:



- Journal Sentinel: [Countywide red lights illuminate hope of recovery](#)
- WTMJ TV Channel 4 Milwaukee: ["Light and Unite Red Week" puts spotlight on substance abuse and addiction](#)



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# *Northside Behavioral Health Center Update*

## **Staff Highlight: Chad Meinholdt - Director of Community Centers**



For Chad Meinholdt, coordinating the Behavioral Health Division's new Northside Center goes beyond providing comprehensive resources to a neighborhood. It's about maintaining the positive momentum that the county has going.

Born and raised in Milwaukee, Meinholdt remains steadfast in his passion to serve the city and his commitment to see this community prosper. He worked with La Causa for 12 years, building strong relationships with community members and staying visible and active in the community. In this work, he helped develop new and innovative programs, such as employing trained and certified peer specialists—people who have lived experiences with mental health recovery—to walk hand-in-hand with people who are experiencing similar needs.

As the director of community centers for the Milwaukee County Behavioral Health Division, Meinholdt emphasizes community engagement as an important role as he works with his team to plan for the new Northside center. His priority is making sure everyone's voice is heard.

"It's not my project, it's not BHD's project, it's the community's project," Meinholdt says. "Success of anything has to be measured by the people who utilize the service."

Meinholdt's vision is that the center will serve as a welcoming place for people in crisis, a resource for providers, and a local space where community members can receive the high quality services that they deserve. He believes that BHD's positive momentum will continue as more services become accessible out in the community with the support of both BHD employees and providers who have embraced the positive changes.

For more updates on the Behavioral Health Division's new Northside center, [visit our website](#).

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## *Northside in the News*

- UWWM Milwaukee Public Radio: [Milwaukee County Seeks Input on Proposed North Side Mental Health Facility](#)
  - Milwaukee Neighborhood News Service: [County encourages residents to help plan new behavioral health facility](#)
  - Wisconsin Health News: [Conversations aim to gain feedback for development of Northside Behavioral Health Facility](#)
  - Milwaukee Courier: [Milwaukee Behavioral Health Division Seeks Input From Northside Residents on New Facility](#)
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# Out & About!

## United Community Center Alumni Group

The United Community Center (UCC) Human Services (HS) Alumni Group is a peer lead group of individuals working towards mutual goals in recovery. Members of the group are individuals who have been through at least one of UCC's Human Services Treatment Programs.

Statistics prove that an individual who remains active in a recovery community has a higher success rate in their continued sobriety than someone who does not involve themselves in recovery related activities.

The Alumni Group meets every Tuesday from 11:30 a.m. - 1 pm at UCC HS building located on 6th and Washington. Alumni Group activities in the works consist of:

- Ongoing Presentations: Speaking engagements with patients in UCC's HS Treatment programs that provide support, awareness and encouragement.
- Resource Center: Members of the Alumni Group function as a resource outlet. They are currently working on gathering information on numerous community resources and creating a "Resource Binder" that will be available to UCC HS patients.
- Event Coordination/Participation: Coordinating yearly events for members, active patients and family member to promote healthy social activities and provide awareness. In addition they plan to get involved and getting individuals involved in community events such as the numerous events during September, Recovery Awareness Month.

**For more information  
or to get involved,**

contact Laura Haas at  
[lhaas@unitedcc.org](mailto:lhaas@unitedcc.org) or  
414-649-1944.



[Learn More](#)

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## Calendar of Events

### March 10

Disability Advocacy Day is designed to connect you

### March 27

Wisconsin Department of Health Services: Division

with your legislators so you can talk about issues that matter to you. You are the expert in sharing how legislative policies affect people with disabilities in their everyday lives.

*Registration due by March 10, 2017  
Disability Advocacy Day  
9:30 am - 3:30 pm on March 21, 2017*

[Learn More](#)

## March 15

Kick Butts Day is a national day of activism that empowers youth to stand out, speak up and seize control against Big Tobacco.

[Learn More](#)

## March 17

Division of Care and Treatment Services City-County Heroin, Opioid and Cocaine Task Force

*1 p.m.; City Hall, Room 301-B*

## March 21

What You Need to Know About Prescription Pain Medication Abuse

*6 - 8:30 p.m. City of Franklin Law Enforcement Center  
9455 W. Loomis Road, Franklin*

Register [online](#) or call Franklin Health Department at 414-425-9101

[Learn more](#)

## March 23

Mental Health Board BHD Budget Hearing (Public Comment Hearing)

*4: 30 p.m.; Washington Park Senior Center  
4420 W Vliet Street, Milwaukee, WI 53208*

[Learn More](#)

## March 23

Behavioral Health Division Job Fair

*1 p.m - 4 p.m.; Blue Dove Conference Room  
9455 W Watertown Plank Road*

of Care and Treatment Services Poster Contest  
Deadline for Submission

*Entries will be accepted until March 27, 2017*

[Learn More](#)

## March 29

Drug Take Back Drive

*10 a.m - 2 p.m.; Summit Place  
6737 W Washington Street, West Allis, WI*

[Learn More](#)

## April 9

Wisconsin Department of Health Services: Division of Care and Treatment Services Video Contest  
Deadline for Submission

*Deadline: April 9, 2017 at 11 p.m.*

[Learn More](#)

## April 18 - 19

I Communities in Action to Prevent Suicide Annual Conference

*Kalahari Resort & Convention Center  
Wisconsin Dells*

[Learn More](#)

***May is  
mental health month  
at BHD!***

***Nurses week:  
May 6-12***

## April 25

Franklin Area Parents and Students United  
Presents: Stairway to Heroin

*6 p.m - 8:30 p.m.*



[Learn More](#)

[Learn More](#)

## ***Have an event you'd like us to include in our next newsletter?***

Submit Here

### ***BHD in the News***

#### **Milwaukee County's Approach to Mental Health Reform is a National Success Story**

Every day, the Behavioral Health Division serves some of Milwaukee County's most in-need population. Read more about their person-centered, trauma-informed approach and how its reducing stigma and improving outcomes for our community from

[Read More](#)



#### **Riding along with Milwaukee's Counselors for traumatized youth**

In Milwaukee, and cities across the country, mental health workers partner with cops to heal those left in the wake of violence through a science-driven police reform that may be immune to Trump-era politics.

[Read More](#)



#### **Are Milwaukee health systems failing a moral test?**

For more than a year, Milwaukee County has been searching for a health system willing to replace the outdated, understaffed hospital in Wauwatosa that provides care for many of the county's most mentally ill patients — people with psychotic disorders, severe depression and complex bipolar disorders.

[Read More](#)



## A Short Play About Planet Earth

The Milwaukee Public Theater, in collaboration with the Grand Avenue Club (GAC) in Milwaukee, present *The Best Place on Planet Earth*, a set of staged readings and original works on Wednesday, February 15. The Club provides a safe place for people with mental illness and offers a wide array of services.

[Read More](#)



## Trauma Response Initiative Expanded in Milwaukee

The Trauma Response Initiative, a city-county partnership, provides support to children and families who have witnessed or experienced a traumatic event, such as violence in their home or neighborhood.

[Read More](#)



Milwaukee County Department of Health and Human Services | 1220 W. Vliet Street,  
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